

**UNITED STATES GOVERNMENT**

## *2-Way Memo*

**Subject:** Request for VIP Visitor Parking and Candy-striped Badges for 12 July '83

**INSTRUCTIONS**

Use routing symbols whenever possible.

**SENDER** (*Originator of message*):

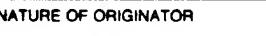
- Use brief, informal language.
- Conserve space.
- Forward original and one copy.

**RECEIVER** (*Replier to message*):

- Reply below the message, keep one copy, return one copy.

To : Chief, Hdqs. Security Branch, PSD/OS  
Chief Recitationist

FOLD

DATE OF MESSAGE	ROUTING SYMBOL
27 June '83	
SIGNATURE OF ORIGINATOR	
	
TITLE OF ORIGINATOR	
O/D/ODP	
FOL	

1. Listed below are visitors coming to Headquarters for a meeting with [redacted] D/ODP, on Tuesday, 12 July at 9 a.m. to 1:30 p.m. in room 2D00:

Dr. John E. Bertram, IBM Vice Pres. &  
Pres. of Data Sys. Div.

Frank R. Keenan, Jr., IBM Program Dir. Natl' Fed. Marketing  
George Wisecarver, IBM Acnt. Exec., Security.

Natl' Fed. Marketing

Ken Williams, IBM Marketing Rep., Natl' Fed. Marketing

2. Parking in the VIP visitor parking lot in front of the main entrance will be needed.

REPLY

3. The candy-striped type of badge will be needed for each of them. Call Patty on [redacted] for escort.

#### 4. Thank you.

Distr.:

Orig. - D/HSB/PS/OS  
1 - C/Receptionist  
1 - ODP Security/General  
1 - ODP Liaison/Priv. Industry: IBM  
1 - Patty (FYI)

**From :**

DATE OF REPLY	ROUTING SYMBOL
SIGNATURE OF REPLIER	
TITLE OF REPLIER	

## GUIDES TO SIMPLIFIED INFORMATION CORRESPONDENCE

The cost to create a typical Government letter rises every year, as well as the cost to file and to dispose of it. Informal communication, resulting from the use of Optional Form 27, 2-WAY MEMO, can reduce these costs substantially.

Experienced letterwriters have observed the following about Government correspondence practices:

The bulk of correspondence is conducted within the governmental family between offices whose day-to-day relationships could permit simple, informal written communication.

Many written communications are for immediate action, are routine in nature (e.g., requests for information or services), and do not require copies for distribution.

Many written communications are less than a dozen lines in length.

### PRINCIPLES INVOLVED

1. When agencies issue instructions encouraging the use of memoranda and informal correspondence within the agency, there is a noticeable drop in the communications effort and in the time required to respond to a request, as well as a reduction of useless copies in file. Examining the two types of correspondence shows that formal correspondence has certain drawbacks:

a. Formal correspondence is usually more wordy because of salutations, introductory paragraphs, complimentary closings, etc. It becomes a difficult writing chore because of continual polishing and editing.

b. Formal correspondence typically calls for more reviews, resulting in many rewrites and retypes, and for excessive time-in-shop.

c. Formal correspondence goes through stricter clearance channels, and frequently makes communication between "opposite numbers" very difficult.

2. In many cases, the best reply is an informal endorsement on an incoming letter. Optional Form 27, 2-WAY MEMO, takes advantage of this principle.

### PRACTICAL PURPOSES SERVED BY 2-WAY MEMO

1. The message and the reply are placed on the same page in brief, informal language. This simplifies writing, handling, storing, and disposing of short communications.

2. The message may be prepared by typewriter or by hand; the reply may be by typewriter, by hand, or by rubber stamp.

3. It is possible to achieve a greater delegation of signing authority with the 2-WAY MEMO because of its informal nature.

4. The 2-WAY MEMO may be designated for special handling. It may be marked URGENT if exceptional speed is required. It may be stamped for special mailing services. It may be used for classified material if it is marked with the proper security classification.

5. The "TO" line and the "FROM" line are so placed that the 2-WAY MEMO may be sent in a window envelope and returned in a window envelope, if desired.

6. The 2-WAY MEMO is particularly well suited for communication between "opposite numbers" within one agency or in different agencies.

*The above guides have been prepared by the Office of Records and Information Management, National Archives and Records Service, General Services Administration.*